

WORKWELLSD

Social Services Advisory Board Meeting June 8, 2017





WorkWellSD

...requires an office to be:

Streamlined

Processes replicated throughout the Family Resource Centers **Efficient**

Avoids duplication of efforts and work assignments Skill Based

Work is assigned proportionally based on worker skill sets and volume of work **Customer Focused**

Improves the customer experience and ensures that a standard is expected throughout FRCs

Priority-driven

Systematic targeting of tasks using a calendar system based on due dates and volume of work received



WHAT BROUGHT US HERE?

Tiger Teams CERMS, Qmatic, MR **Model Office**

BENEFITS OF WORKWELLSD



BUSINESS PROCESS STANDARDIZATION WILL ALLOW:

Expansion of our ability to manage by data

Development of real-time dashboards

Right people, doing the right work at the right time

Cross training of workforce with defined, standardized processes

Reduction of manual task assignment allowing additional time for other duties

Allows for adjustment in staff deployment based on work demands

A nimble, flexible workforce

Assign in real-time based on worker skillset

Working beyond the limitations of CalWIN

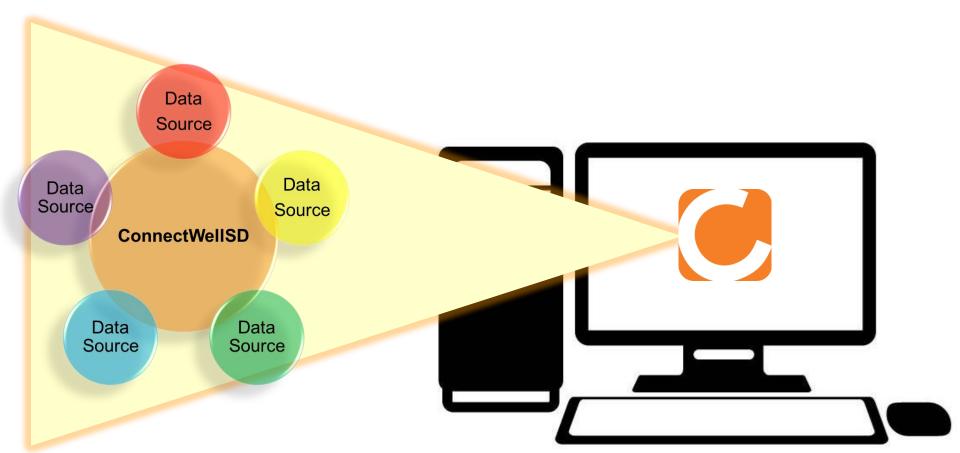
CalWIN is designed for eligibility determination, not task management

Development of a task assignment tool

TASK ASSIGNMENT TOOL



ConnectWellSD is a computer system that pulls together information from multiple systems, to show a more complete view of each customer.



CUSTOMER SERVICE ENHANCED BY TECHNOLOGY



Person-Centered Service

ConnectWellSD Information Hub

CRD

FRC/EO

HCD

PHS

Probation

Probation

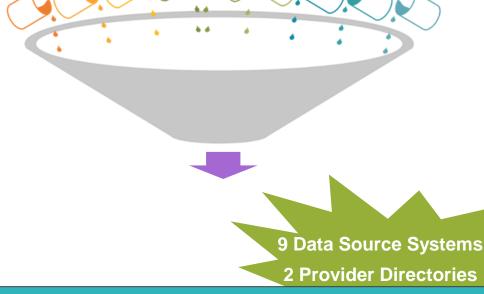
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CWS

BHS

BHS





Source Systems for: Aging & Independence Services, Alcohol & Drug Services, Benefits Eligibility, Child Welfare Services, Housing, Mental Health, Probation, and Public Health.

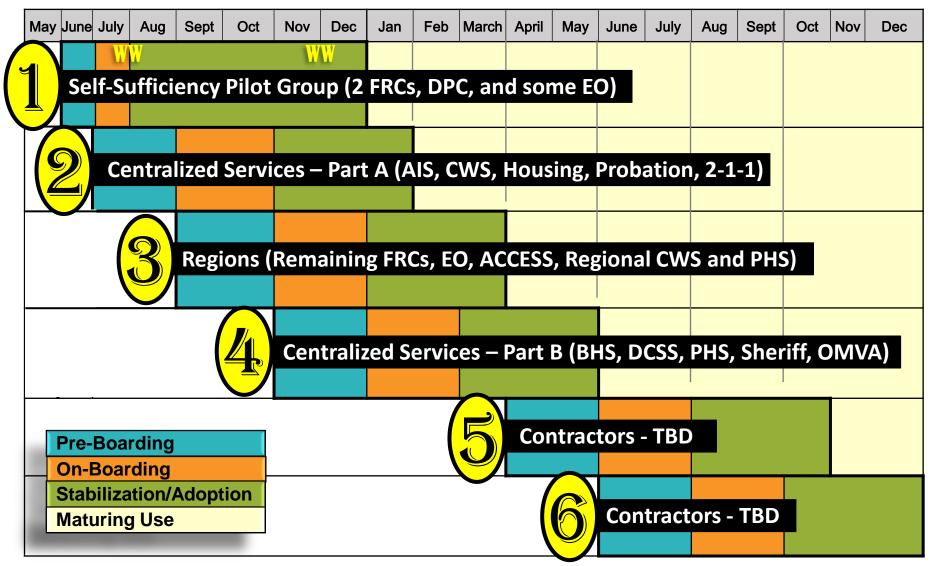




	Admin Secretaries Office Assistants Supervising OAS, Human Service Specialists Supervisors & Managers Analysts						
ConnectWellSD Functions	1	2	Acces	Level:	5	6	
Search & View Customer Information	X	X	Х	X	X		
Record Authorization	Χ	Χ	Χ	Χ	Х		
Participate in Collaborative Service Team	Х	Χ	Χ	Х	Х		
Create Referrals		Χ	Χ	Х	Χ		
Run Reports			Х	Х	Х	Х	
Create Collaborative Service Teams				Х	Х		
Manage Work Queues			Χ		Х		
Send Secure Messages	Χ	Х	Χ	Χ	Х	Х	
Work Management	Х	Х	Х	Х	X		
velopment							

OVERALL LAUNCH PLAN





COMPONENTS OF LAUNCH



Self Sufficiency Pilot Group: Southeast FRC, North Coastal FRC, DPC, EO

2017	May	June	July	Aug	Sept	Oct	Nov	Dec	
	Planning	Pre Boarding	On- Boarding			System Uso	9		

BRINGING IT ALL TOGETHER



WHY DO WE NEED WorkWellSD?

- Expand of our ability to manage by data
- Assign in real-time based on business needs
- Reduce manual task assignment
- Have the right people, doing the right work at the right time
- Become a nimble workforce capable of greater flexibility
- Customer centered service





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